Wisconsin ServicePoint

AGENCY ADMINISTRATION REQUIREMENTS

~Requirements to becoming a Partner Agency~

Policy:
HMIS staff, and participating agencies will ensure that proper documents have been appropriately signed, users trained and that the user access privilege conventions set forth in this procedure are enforced in order to be given access to the system.

Standard:
Allocation of user access accounts and privileges will be made according to the format and prerequisites specified in this procedure.

Purpose:
To enforce information access security protocols and proper usage of the system.

Supporting Documents:
❖ Partnership Agreements
❖ User Policy & Responsibility
❖ License Request Form

The following documents must be read and signed:

Partnership Agreements must be signed by each participating agency's executive director and the original must be kept at the Department of Commerce.

User Policy and Responsibility must be signed by user in each agency on HHIS and originals must be kept by the originating agency.

License Request Forms must be signed before the allocation of a user license is made and the original must be kept by the Department of Commerce.

Training for both the Agency Administrator and at least one user (if more than one user for the agency) must be done before access to the system is granted.

User access to the System:
The Agency Administrator of the participating homeless serving agency will determine user access for Case Manager II and lower to the specific program data within organization. The Agency Administrator will generate username and passwords within the administrative function of the software.

Passwords:

Creation: Passwords are automatically generated from the system when a user is created. The Agency Administrator will communicate the system-generated password to the user.

Use of: The user will be required to change the password the first time they log onto the system. The password must be between 8 and 16 characters and be alphanumeric. Passwords should not be able to be easily guessed or found in a dictionary. Passwords are the individual's responsibility and users cannot share passwords.

Resources:	
HMIS WEB SITE (WISP) https://wisconsin.servicept.com **HMIS INFOrmed** www.hmis.info/default.asp **Wisconsin HMIS** http://wisp.wi.gov **WISP HELP** sphelp@commerce.state.wi.us	**Storage:** Any passwords written down are to be securely stored and inaccessible to other persons. Users are not to store passwords on a personal computer for easier log on. **Expiration**: Passwords expire every 45 days. Users may not use the same password consecutively, and cannot be re-used until 2 password selections have expired. **Unsuccessful logon**: If a user unsuccessfully attempts to log-on 3 times, the User ID will be "locked out," access permission revoked rendering the user unable to gain access until his/her password is reset in the manner stated above. **Inputting Data** Agencies participating in the HMIS must meet the minimum data entry requirements established by the HUD Standards. **Tracking of unauthorized access:** Any suspicion of unauthorized activity should be reported to the Commerce, HMIS staff.